



**NOTICE TO PEOPLE WHO ARE BEING AUTO-ENROLLED IN THE TAILORED PLAN AND CANNOT CHOOSE  
A DIFFERENT HEALTH PLAN  
NC MEDICAID 20220601 V1.0**

Patricia A. Jones  
1234 Any Main Street  
Raleigh, NC 27603-1000

August 1, 2022

Dear Patricia A. Jones,

Patricia A. Jones is enrolled in NC Medicaid Direct.

**NC Medicaid Direct** is North Carolina's health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care coordination by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe). Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

**There will be a new way to get Medicaid health care**

Starting **December 1, 2022**, NC Medicaid will have a new type of NC Medicaid Managed Care health plan. It is called the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan (Tailored Plan).

The **Tailored Plan** is a North Carolina Medicaid and NC Health Choice health plan. It offers:

- Physical health, pharmacy, care coordination and behavioral health services for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (I/DDs) or traumatic brain injuries (TBIs).
- Services for special populations, including Innovations and TBI Waiver participants and Waiver waitlist individuals.
- Added services for members who qualify. The added services are listed on the Health Care Option Guide.

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You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.

For a full list of services the Tailored Plan offers, go to the *Learn* page at [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

The Tailored Plan will have a provider network (group). It includes doctors, therapists, specialists, hospitals and other health care facilities. They give you the health care services you need. You will need to get care from a provider in the Tailored Plan's provider network. For a full list of providers, go to the *Find* page at [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

The Tailored Plan must have enough network hospitals and providers for you to get covered services near you and in a timely way. To learn more, go to the *Find* page at [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

To learn more about NC Medicaid Managed Care and changes to the Medicaid program, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

## Some things will stay the same

Medicaid eligibility rules and processes are not changing.

## The people below are enrolled in Alliance Health (Tailored Plan) starting December 1, 2022

Alliance Health is the Tailored Plan that serves your county. The Tailored Plan offers the services you may need for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). You will start getting health care services from the Tailored Plan on the start date below. Until then, you will get care and services the way you do now.

| Name / ID Number                 | Tailored Plan / Start date / Phone                           |
|----------------------------------|--|
| Patricia A. Jones<br>XXX-XX-XXXX | Alliance Health<br><b>December 1, 2022</b><br>1-800-510-9132 |

After **December 1, 2022**, you will get health care services from the Tailored Plan listed above unless:

- You qualify for a different health care option,
- You no longer qualify for the Tailored Plan, or
- You move out of the Tailored Plan's service area.

To learn more about why you qualify for the Tailored Plan, go to the *Learn* page at [ncmedicaidplans.gov](https://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

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## Choose your primary care provider (PCP) and Tailored Care Management provider by October 14, 2022

Your PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your health, coordinate your needs, and refer you to specialists when you need them. The Tailored Plan can tell you which PCPs are in their provider network. Even if you have a PCP, you need to choose a PCP in the Tailored Plan's provider network.

Your Tailored Care Management provider helps coordinate your services and support needs. The Tailored Plan can tell you which Tailored Care Management providers are in their provider network. Your PCP may be your Tailored Care Management provider. The Tailored Plan can tell you which PCPs are also Tailored Care Management providers.

To choose a PCP and Tailored Care Management provider, call the Tailored Plan listed in this letter. If you don't choose a PCP and Tailored Care Management provider by **October 14, 2022**, the Tailored Plan will choose one for you.

For a full a list of providers, including PCPs and Tailored Care Management providers in the Tailored Plan's provider network, go to the Find page at [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

### What happens next?

The Tailored Plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call the Tailored Plan at the number listed on your ID card.

### If you want to leave the Tailored Plan (Disenrollment)

Enrollment in the Tailored Plan is mandatory (required). This means you cannot choose a different health care option.

You qualify for the Tailored Plan because it offers health care services you may need for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). Your Tailored Plan is based on the county that manages your Medicaid case.

Only **one** Tailored Plan serves each county in North Carolina. You can't choose a different Tailored Plan. If the county that manages your Medicaid case changes, you will be moved to the Tailored Plan that serves that county.

To learn more about your choices and the services offered:

- Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov).
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).

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- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
- Read the Health Care Option Guide that came with this letter.

## **You may ask to leave the Tailored Plan at any time and for any reason.**

To learn how to leave the Tailored Plan (disenrollment), read “Know Your NC Medicaid Health Care Options” that came with this letter.

If you leave the Tailored Plan, but then need a service only the Tailored Plan offers, you can ask to move back to the Tailored Plan at any time. If you still qualify for the Tailored Plan, you will be moved back. If you no longer qualify, you can fill out the *Request to Move to the Tailored Plan: Beneficiary Form*. Or your provider can fill out the *Request to Move to the Tailored Plan: Provider Form*. You can find both forms at [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

**Remember:** You may need certain services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI) that only the Tailored Plan offers.

## **Questions?**

We can help. Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 711 or RelayNC.com). Our extended hours are from 7 a.m. to 7 p.m., Monday through Friday and 7 a.m. to 5 p.m. on Saturday. The call is toll free. You may need your Medicaid ID number when you call or go to the website.

You can get the information at [ncmedicaidplans.gov](http://ncmedicaidplans.gov) in print. To ask for a free copy, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). Or use the “chat” tool on the website. We will send this information within 5 business days.

## **NC Medicaid Ombudsman**

The NC Medicaid Ombudsman can offer help if you cannot get access to health care, connect you to other resources, and help you understand your rights and responsibilities.

Go to [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org). Or call **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday. The call is toll free.

Thank you,

NC Medicaid Team